

DEPARTMENT OF DEFENSE



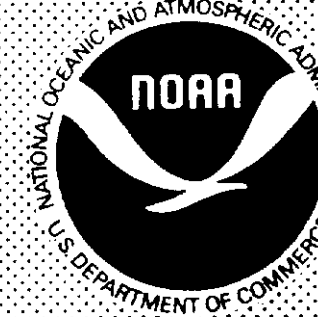
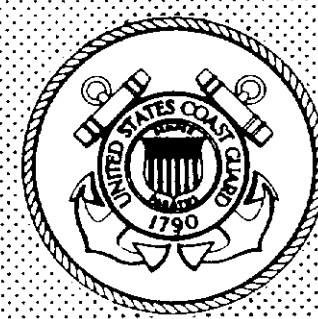
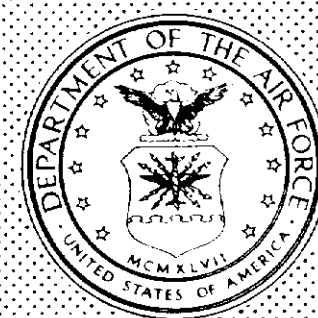
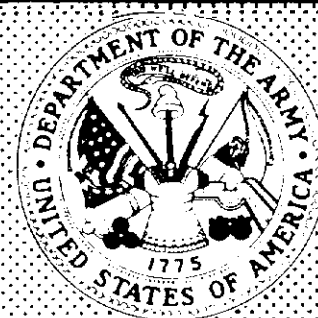
PROGRAM MANUAL

MAY 1982

ASSISTANT SECRETARY OF DEFENSE
(MANPOWER, RESERVE AFFAIRS, AND LOGISTICS)

AND

ASSISTANT SECRETARY OF DEFENSE
(HEALTH AFFAIRS)





OFFICE OF THE SECRETARY OF DEFENSE

WASHINGTON, D.C. 20301

May 28, 1982

FOREWORD

This manual is issued under the authority of DoD Directive 1341.1, "Defense Enrollment Eligibility Reporting System (DEERS)", October 14, 1981. It provides program **guidance** and procedural references for **DEERS** implementation and maintenance.¹

The provisions of this manual apply to the Office of the Secretary of Defense; the Military Departments (including the Coast Guard when it **is** operating as a Military Service in the Navy); and the Defense Agencies (hereafter referred to collectively as "DoD Components"); the Coast Guard, under agreement with the Department of Transportation when it **is** not operating as a Military Service in the Navy; and under agreement with the Departments of Health and Human Services and Commerce, the Commissioned Corps of the Public Health Service and the Commissioned Corps of the National Oceanic and Atmospheric Administration, respectively (hereafter referred to as "other Uniformed **Services**").

This manual is effective immediately, and its use by all DoD Components and other Uniformed Services is mandatory. Distribution shall be accomplished in accordance with DoD Instruction 1341.2, "Defense Enrollment Eligibility Reporting System Procedures", March 2, 1982. Portions of this manual may be incorporated in functional area Uniformed Service guidelines. Implementing instructions shall be forwarded to the **DEERS** Program Manager for coordination and approval within 90 days. Recommended changes to the manual should be sent, through Uniformed Service channels, to

DEERS Program Manager
Room **3E341**, The Pentagon
Washington, **D.C.** 20301

DoD Components and other Uniformed Services may obtain copies of this manual through their own publications channels. Other federal agencies and the public may obtain copies from the Director, U.S. Naval Publications and Forms Center, Code 301, 5801 Tabor Avenue, Philadelphia, Pennsylvania 19120.

Lawrence J. Korb
Assistant Secretary of Defense
(Manpower, Reserve Affairs & Logistics)

John F. Beary, III, M.D.
Acting Assistant Secretary
of Defense
(Health Affairs)

The interim "DEERS Program Manual s," dated May 1, 1981, and March 1, 1982, are hereby canceled.

A4

DEFENSE ENROLLMENT ELIGIBILITY
REPORTING SYSTEM (DEERS)
PROGRAM MANUAL

TABLE OF CONTENTS

	<u>Page</u>
CHAPTER 1 - INTRODUCTION TO DEERS	
A. General.	1-1
B. project Overview	1-6
C. Potential Applications.	1-7
CHAPTER 2 - IMPLEMENTATION	
A. General.	2-1
B. Objectives	2-1
C. Implementation Actions	2-1
D. CONUS Schedule	2-3
CHAPTER 3 - ENROLLMENT PROCEDURES ,	
A. General.	3-1
B. Active Duty Dependent Enrollment	3-2
C. Retiree Dependent and Survivor Enrollment	3-2
D. Enrollment Procedures	3-3
E. Retiree and Survivor Mailings	3-20
CHAPTER 4 - AUGMENTERS	
A. General	4-1
B. Field Representatives	4-2
C. Augmentees' Job Descriptions	4-3
D. Procedural Guidance	4-5
CHAPTER 5 - ELIGIBILITY CHECKING	
A. General.	5-1
B. Types and Frequency of Eligibility Checks	5-1
C. Inquiry Procedures	9.95-2
D. Completing the DEERS Enrollment Follow-up Form	5-18
CHAPTER 6 - INFORMATION PROGRAM	
A. General.	6-1
B. Responsibilities	6-1
C. Target Audiences of the DEERS Information Program	6-2
D. Joint-Usage Material	6-4
E. The Information Campaign	6-5
F. Maintenance.	6-9

	<u>Page</u>
G. DEERS Information Offices and Points of Contact at OSD and Service Headquarters	6-9
H. DEERS OSD and Service Project Offices	6-10
CHAPTER 7 - COMMUNICATIONS	
A. General.	7-1
B. Communications Environment	7-1
C. Responsibilities, Funding, and Command Guidelines	7-3
D. Base Implementation Plan.	7-4
APPENDICES	
A. Bibliography	A-1
B. Operating Instructions for the DEERS Eligibility Inquiry Terminal s.... .	B-1
c. Directory of Accredited Colleges and Universities	C-1

AL

FIGURES

<u>Figure</u>	<u>Title</u>	<u>Page</u>
1-1	RAPIDS - DEERS Interface	1-9
2-1	CONUS Implementation Schedule	2-4
2-2	Lead Service Responsibilities	2-5
2-3	DEERS Implementation Schedule	2-6
2-4	Description of Geographic Areas for CONUS Implementation Phases .	2-7
2-5	Three-Digit ZIP Codes List for CONUS Implementation Phases . . .	2-9
3-1	Automatic Enrollment Procedures	3-44
3-2	Manual Enrollment Procedures	3-45
3-3	DEERS Beneficiary Referral Form - DD Form 2269	3-46
3-4	DEERS Enrollment - DD Form 1172	3-47
3-5	DEERS Batch Transmittal Form - DD Form 2268	3-49
3-6	Acknowledgement Report	3-50
3-7	DEERS DD Form 1172 Processing Memo - DEERS FM 1	3-51
3-8	DEERS Enrollment Processing Center Workflow	3-52
3-9	DEERS DD Form 1172 Processing Memo - DEERS FM 2	3-53
3-10	DEERS DD Form 1172 Processing Audit Memo - DEERS FM 3	3-54
5-1	DEERS Family Member Prefix Numbers	5-19
5-2	UCASummaryAccount Codes	5-20
5-3	DEERS Enrollment Follow-up Form - DD Form 2270	5-21
5-4	MTF/DTFFlowChart	5-22
7-1	DEERS Site Survey...	7-9
7-2	DEERS Communications Questionnaire	7-11

ACRONYMS

ADP	Automated Data Processing
APO	Air or Army Post Office
ASD(HA)	Assistant Secretary of Defense (Health Affairs)
ASD(MRA&L)	Assistant Secretary of Defense (Manpower, Reserve Affairs, and Logistics)
ASD(PA)	Assistant Secretary of Defense (Public Affairs)
AUTOVON	Automatic Voice Network
c	Privilege code for Commissary (on DD Form 1172)
CHAMPUS	Civilian Health and Medical Program of the Uniformed Services
CONUS	Continental United States
COTR	Contracting Officer's Technical Representative
CRT	Cathode Ray Tube (a computer terminal)
DAS	Defense Audit Service
DAV	Disabled Veteran
DBMS	Data Base Management System
DCA	Defense Communications Agency
DCS	Defense Communications System
DD Form	Department of Defense Form
DECCO	Defense Commercial Communications Office
DEERS	Defense Enrollment Eligibility Reporting System
DLA	Defense Logistics Agency
DMDC	Defense Manpower Data Center
DMIS	Data Management Information System
DOB	Date of Birth

DoD	Department of Defense
DRD	Data Requirements Document
DSO	DEERS Support Office
DTF	Dental Treatment Facility
DUSD(C³I)	Deputy Under Secretary of Defense (Communications, Command, Control, and Intelligence)
EL	Privilege code for Exchange, Limited use (on DD Form 1172)
EU	Privilege code for Exchange, Unlimited use (on DD Form 1172)
FD	Functional Description
FI	Fiscal Intermediary (pays CHAMPUS claims)
FMP	Family Member Prefix
FPO	Fleet Post Office
FY	Fiscal Year
GAO	General Accounting Office
ICN	Internal Control Number
ID	Identification
IDMS	Integrated Data Management System
MC	Privilege code for Medical care, Civilian source - CHAMPUS (on DD Form 1172)
MS	Privilege code for Medical care, Uniformed Services (on DD Form 1172)
MTF	Medical Treatment Facility
NCS	National Communications System
NOAA	National Oceanic and Atmospheric Administration
OASD(HA)	Office of the Assistant Secretary of Defense (Health Affairs)
OASD(MRA&L)	Office of the Assistant Secretary of Defense (Manpower, Reserve Affairs, and Logistics)
OASD(PA)	Office of the Assistant Secretary of Defense (Public Affairs)
OCHAMPUS	Office of the Civilian Health and Medical Program of the Uniformed Services

AC

ODUSD(C³I)	Office of the Deputy Under Secretary of Defense (Communications, Command, Control, and Intelligence)
OMB	Office of Management and Budget
OSD	Office of the Secretary of Defense
PAO	Public Affairs Officer
PHS	Public Health Service
Poc	Point of Contact
R/ADT	Registration/Admission, Disposition, and Transfer (a TRIMIS system)
RAPIDS	Real-Time Automated Personnel Identification System
ROTC	Reserve Officers' Training Corps
SC	Security Code
SSN	Social Security Number
TH	Privilege code for Theater (on DD Form 1172)
TCO	Telecommunications Certification Office
TSR	Telecommunications Service Request
TRIMIS	Tri-Service Medical Information System
UC	UCA Summary Account Codes
UCA	Uniform Chart of Accounts
USA	United States Army
USAF	United States Air Force
USCG	United States Coast Guard
USMC	United States Marine Corps
USN	United States Navy
USPHS	United States Public Health Service
VA	Veterans' Administration
WATS	Wide Area Telephone Service
z IP	Zone Improvement Plan (ZIP code)

DEFINITIONS

1. Alphabetic Field. A field of data in which the letters A through Z and "Blank Only" can be keyed.
2. Alphanumeric Field. A field of data in which alphabetical letters (A through Z), "Blank **Only**," and integer numbers (1 through 9, and 0) can be keyed.
3. Ancillary Services. Supportive services.
4. Batch. A group of data records organized for the purpose **of** convenience and control.
5. Batch Number. An identifier attached to a specific group of records.
6. Character. The basic element **of** data. A character takes one position and can be an alphabetic letter (A through Z), a digit (Arabic number symbols 1 through 9, and 0), or a special symbol (consult keyboard).
7. Cursor. **Blinking** underline on a CRT **display** that **tells** you where the next character or space will occur.
8. Data. An item of information or a collection of records.
9. Data Base. Information stored in automated files within a computer via the Data Station. ,
10. Data Station. A work site equipped with a keyboard and CRT video screen.
11. Data Set. Also called modem. Electronic device that translates CRT-entered information into signals that are transmitted through a telephone line to a computer.
12. Display. The exhibit or response from the computer seen on the CRT video screen.
13. Family Member Prefix. A two-character code used to identify beneficiaries. Refer to Figure 5-1 **in** this manual.
14. Field. A predetermined meaningful grouping of consecutive characters **allocated to** specific information (for example, Last Name; Day of Month).
15. Hit. A term used to indicate that a DEERS inquiry has successfully identified the individual for whom the inquiry was made. Also refers to a CURSOR position on the DEERS Eligibility Inquiry Screen.
16. Inquiry. As it relates to DEERS, an automated search of the DEER? Eligibility Data Base for information upon which to determine the eligibility status of a beneficiary.

17. Integer Field. A field of data in which only integers 1 through 9 and 0 can be entered.
18. Interface. A component of the data set (modem).
19. Line. A row of characters; may be thought of as a line of text in a book.
20. Menu. A listing of activities or functions available to the operator of a DEERS CRT.
21. Mode. "The operating state of the CRT video screen at a data station (for example, RCV = receive, NTL = control, or XMT = transmit).
22. Modem. Also called data set. **"Modulates"** outgoing data transmissions into signals compatible with telephone lines and **"demodulates"** incoming signals **back** into computer recognizable transmissions.
23. No Hit. A term used to indicate that a DEERS inquiry has' been unable to identify the individual for whom the inquiry was made.
24. Page. 24 lines. The amount of data that can be displayed on the CRT video screen at one time.
25. Prompt. A message or guide that appears on the CRT video screen that directs the operator to enter specific information.
26. Record. One CRT video screen consisting of different fields of data.
27. Record Number. The number of records currently being displayed.
28. Security Code. A two-character code provided by the **DEERS** Program Office to the supervisor of each field site authorized to make DEERS inquiries. Proper use of this code will prevent unauthorized access to and **use of** the DEERS Eligibility System.
29. Sign-Off. Terminating use of a CRT video screen.
30. Sign-On. Initiating use of a CRT video screen.
31. Site Code. A six-character code provided by the DEERS Program Office that uniquely identifies each field site.
32. Skip. To pass without changing.
33. UCA Summary Account Codes. A two-character Uniform Chart of Accounts code used to classify, for accounting purposes, the type of medical or dental service requested. Refer to Figure 5-2 in this manual.